GOVERNMENT OF INDIA
HEALTH AND FAMILY WELFARE
LOK SABHA

UNSTARRED QUESTION NO:4738
ANSWERED ON:18.04.2001
SURPRISE VISITS AT CGHS DISPENSARIES
M.V.CHANDRASHEKHARA MURTHY;RAMJI MANJHI;SHYAMA SINGH

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether the Officials of his ministry with him made surprise visits at some CGHS dispensaries in the capital recently;

(b) if so, the details of the deficiencies noticed by the visiting team in the functioning of these dispensaries;

(c) whether the view of the beneficiaries were also sought;

(d) if so, the details thereof;

(e) whether similar surprise visits are also proposed to be conducted at other dispensaries; and

(f) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE (SHRI A. RAJA)

(a) : Yes, Sir.

(b) : The details of the deficiencies noticed are as under :

(i) Entries in the complaint register are not being made reularly.

(ii) Delay in supply of local purchase medicines are taking place.

(iii) Timings of distribution of Local Purchase medicines need to be clearly indicated.

(iv) Special Courtesy to the senior citizens by way of separate queue at registration counter and also in the OPD when they consult the doctor.

(c) : Yes, Sir.

(d) : The beneficiaries suggested that the timings of distribution of local purchase medicines may be continued till 1.30 p.m., and the local purchase medicines be given to them on the next working day, separate queues for Senior Citizens both at the registration counter and at the doctor`s room be made.

(e) & (f) : The element of `surprise` will be lost if these are chalked out in advance and made public.